



**PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)
705 OAKWOOD ST, RAVENNA, OHIO 44266**

QI Team Charter

Team Name: Small Potatoes		Project Title: Temporary Food Licensing	
Problem / Opportunity Statement: Excessive staff time is spent reviewing temporary food applications which results in higher license fees.			
Team Sponsor: Joseph Diorio via Justin Rechichar		Target Division/Process Improvement Area: Environmental Health – Temporary Food Programs and Licensing Process	
Performance Improvement AIM (Mission): Identify areas/elements during the temporary food licensing/application process where increased efficiency and reduction of staff time expenditure can be implemented.			
Strategic Alignment: 2.4.1 Use of available data collection to promote program activities and identify possible gaps in service.			
Team Members:		Roles and Responsibilities:	
1. Beth Ahrens		Leader	
2. Becky Lehman		Facilitator	
3. Debbie Wine		Team Member	
4. Kim Plough		Team Member	
5. Kevin Watson		Team Member	
6. Will Duck		Team Member	
Scope (Boundaries)/Team Authority:			
<ol style="list-style-type: none"> The Team is authorized to use a Kaizen event. Fee reductions cannot be authorized at this time. Staff roles cannot be changed at this time. 			
Customers (primary and other):		Customer Needs Addressed:	
1. Temporary Food Applicants		Reduction in Temporary License Fee	
2. PCHD Staff		Staff Time Spent at Festivals/Events	
3. Portage County Community		Food Safety Information Provided Before, During, and After	
4. Festival/Event Hosts		Licensing Process	
Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed			
<ol style="list-style-type: none"> By March 15th, create/update temporary food licensing application packet. By April 15th, create a written policy/procedure for staff to utilize in licensing temporary food facilities. 			
Improvement Theory: If temporary food applications are revised/clarified and the application process is simplified, then the time involved in licensing temporary facilities will be reduced, ultimately resulting in reduced fees.			
Success Metrics (Measures):			
<ol style="list-style-type: none"> Create revised temporary food application. Create written policy/procedure for processing temporary food applications. Measure the time expenditure/reduction for the licensing process. 			
PDSA Timeline:		Projected Date Completed:	Actual Date Completed:
Plan:			
<ol style="list-style-type: none"> Assess the current data regarding time spent by food employees in the temporary food program. Convene, utilizing a Kaizen with a scheduled time frame. Develop a process map to define the licensing procedure. Brainstorm ideas to reduce time/fees. Complete the QI Team Charter, from the top of the page through Success Metrics. 		<ol style="list-style-type: none"> Beginning 2018 February 2, 2018 February 6, 2018 February 6, 2018 February 6, 2018 	<ol style="list-style-type: none"> End of 2017 Not met yet March 15, 2018 February 5, 2018 April 25, 2018
Do:			
<ol style="list-style-type: none"> Create a revised temporary food application. Use the application. Develop written licensing procedure with recommendations. Implement the procedure. 		<ol style="list-style-type: none"> March 1, 2018 Beginning March 1st March 1, 2018 March 1, 2018 	<ol style="list-style-type: none"> March 15, 2018 March 15, 2018 May 3, 2018 Beginning May 3rd
Study:			
<ol style="list-style-type: none"> Assess staff engagement with new materials. Survey the yearly applicants for feedback. 		<ol style="list-style-type: none"> 3/1-11/18 3/1-11/18 	

Act: 1. Gather staff and customer feedback. 2. Reconvene group and review/revise materials.	1. November 1, 2018 2. December 31, 2018	
Considerations (Assumptions/Constraints/Obstacles/Risks): 1. Temporary application must comply with Ohio Food Code requirements. 2. Cost Methodology dictates the fee. 3. Applications from other agencies will be reviewed. 4. Legal interpretations from the State of Ohio will be integrated.		
Needed/Available Resources: 1. Surface Pro and projector 2. Mapping paper 3. White board 4. Various colored post-its 5. Markers 6. Existing temporary packets (both PCHD and other health districts)		
Meeting Frequency/Duration & Team Member Time Commitments: 1. All QI Team members meet for nine afternoons, between 2/2/18 & 5/8/18. 2. Additional meetings will be scheduled as needed.		
Communication Plan (Who, How, and When) 1. Employees involved in the food program will receive: a. The revised temporary application packet b. The written procedure 2. Application will be posted on portagehealth.net 3. Application packets will be available for pickup at office and for mailing.		